

New Tools and Approaches for Monitoring and Analyzing Internal and External Clinical Laboratory Performance

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IQLMC 2005,
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External Quality Assurance Process in ProvLab

Context

The External Quality Assurance scheme is an important quality assurance tool for the validation of analytical measurements and fundamental as part of an overall quality strategy in specialized laboratories for public health diagnostic testing.

Objective

Develop a new approach and real-time tool for monitoring and analyzing the External Quality Assurance Process in order to assess the laboratory diagnostic testing performance.

Method

The External Quality Assurance Process is reviewed along with its importance in planning, evaluation and improvement of laboratory test programs.

In addition to the process description, the interaction and coordination among programs and survey providers is discussed.

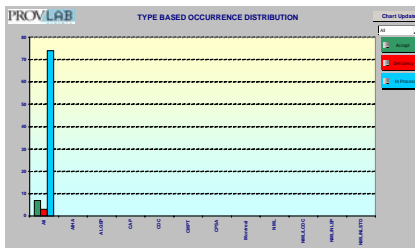
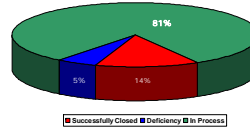
Based on External Quality Assurance data, a new approach to processing, analyzing, monitoring and reporting the laboratory data using an in-house developed software is presented along with the advantages for quality management and overall efficiency in maintaining and tracking this quality indicator with less cost and turnaround time.

Results

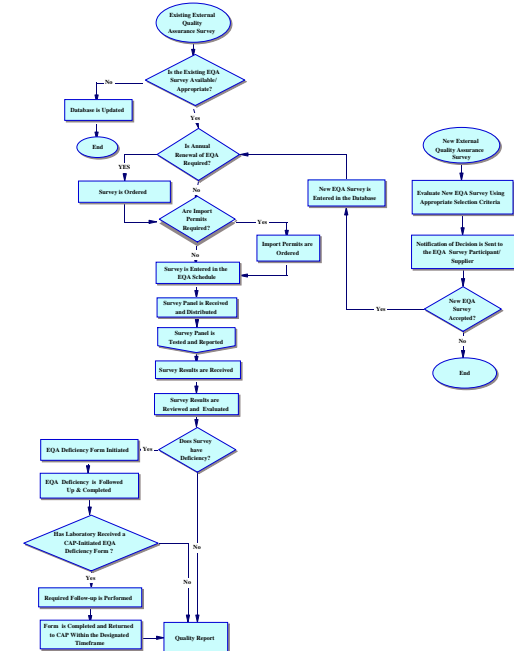
The software links the process among all testing areas, automatically updates the current status of laboratory data with deadline reminders, and facilitates a quicker response to deficiencies with electronic notification for peer review. The software features additional statistical and graphical tools for data analysis and generation of custom-made reports.

EQA Deficiency Form

TYPE BASED OCCURRENCE DISTRIBUTION



Process



Conclusions

Rapid processing of External Quality Assurance surveys through automated reporting and updating facilitates quicker responses to deficiencies, and is useful for real-time tracking of overall laboratory performance.

External Quality Assurance Survey Schedule 2005

Final Report				Schedule		SOP's		Help ?		Deficiency Follow-up	
Information				Program		Supplier		Status		Site	
All				All		All		All		All	
Code				Survey Type		Testing Area		Technologist Responsible		Program Leader Responsible	
New Entry											
General Information				Clerical Information		Technical Information		Survey Process		Deficiency Follow-up	
Edm HBeAG Miscellaneous Panels Hepatitis Panel A				Viroplogy		B.LeBlanc		A.Chow		?	
Edm LPS-A Lab Preparedness Survey Panel A				Multiple Areas		B.Liu, M.Lovgren		M.Lovgren		NA	
Edm HOB-A Lab Preparedness Survey Panel A				Bacteriology		A.Chow, M.Lovgren		A.Chow, M.Lovgren		NA	
Edm F-A Lab Preparedness Survey Panel A				N.Mycol		P.Torlin		C.Sand		K.Kowalewski	
Edm F-A Lab Preparedness Survey Panel B				Micro		Miscellaneous Panels Hepatitis Panel A		Miscellaneous Panels Hepatitis Panel B		Miscellaneous Panels Hepatitis Panel C	
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Edm F-A Lab Preparedness Survey Panel E				Miscellaneous Panels Hepatitis Panel L		Miscellaneous Panels Hepatitis Panel M		Miscellaneous Panels Hepatitis Panel N		Miscellaneous Panels Hepatitis Panel O	
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Edm F-A Lab Preparedness Survey Panel DA				Miscellaneous Panels Hepatitis Panel OX		Miscellaneous Panels Hepatitis Panel OY		Miscellaneous Panels Hepatitis Panel OZ		Miscellaneous Panels Hepatitis Panel PA	
Edm F-A Lab Preparedness Survey Panel DB				Miscellaneous Panels Hepatitis Panel PB		Miscellaneous Panels Hepatitis Panel PC		Miscellaneous Panels Hepatitis Panel PD		Miscellaneous Panels Hepatitis Panel PE	
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Edm F-A Lab Preparedness Survey Panel DD				Miscellaneous Panels Hepatitis Panel PJ		Miscellaneous Panels Hepatitis Panel PK		Miscellaneous Panels Hepatitis Panel PL		Miscellaneous Panels Hepatitis Panel PM	
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Edm F-A Lab Preparedness Survey Panel DF				Miscellaneous Panels Hepatitis Panel PR		Miscellaneous Panels Hepatitis Panel PS		Miscellaneous Panels Hepatitis Panel PT		Miscellaneous Panels Hepatitis Panel PU	
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Edm F-A Lab Preparedness Survey Panel DJ				Miscellaneous Panels Hepatitis Panel QH		Miscellaneous Panels Hepatitis Panel QI		Miscellaneous Panels Hepatitis Panel QJ		Miscellaneous Panels Hepatitis Panel QK	
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Edm F-A Lab Preparedness Survey Panel DQ				Miscellaneous Panels Hepatitis Panel RJ		Miscellaneous Panels Hepatitis Panel RK		Miscellaneous Panels Hepatitis Panel RL		Miscellaneous Panels Hepatitis Panel RM	
Edm F-A Lab Preparedness Survey Panel DR				Miscellaneous Panels Hepatitis Panel RN		Miscellaneous Panels Hepatitis Panel RO		Miscellaneous Panels Hepatitis Panel RP		Miscellaneous Panels Hepatitis Panel RQ	
Edm F-A Lab Preparedness Survey Panel DS				Miscellaneous Panels Hepatitis Panel RR		Miscellaneous Panels Hepatitis Panel RS		Miscellaneous Panels Hepatitis Panel RT		Miscellaneous Panels Hepatitis Panel RU	
Edm F-A Lab Preparedness Survey Panel DT				Miscellaneous Panels Hepatitis Panel RV		Miscellaneous Panels Hepatitis Panel RW		Miscellaneous Panels Hepatitis Panel RX		Miscellaneous Panels Hepatitis Panel RY	
Edm F-A Lab Preparedness Survey Panel DU				Miscellaneous Panels Hepatitis Panel RZ		Miscellaneous Panels Hepatitis Panel SA		Miscellaneous Panels Hepatitis Panel SB		Miscellaneous Panels Hepatitis Panel SC	
Edm F-A Lab Preparedness Survey Panel DV				Miscellaneous Panels Hepatitis Panel SD		Miscellaneous Panels Hepatitis Panel SE		Miscellaneous Panels Hepatitis Panel SF		Miscellaneous Panels Hepatitis Panel SG	
Edm F-A Lab Preparedness Survey Panel DW				Miscellaneous Panels Hepatitis Panel SH		Miscellaneous Panels Hepatitis Panel SI		Miscellaneous Panels Hepatitis Panel SJ		Miscellaneous Panels Hepatitis Panel SK	
Edm F-A Lab Preparedness Survey Panel DX				Miscellaneous Panels Hepatitis Panel SL		Miscellaneous Panels Hepatitis Panel SM		Miscellaneous Panels Hepatitis Panel SN		Miscellaneous Panels Hepatitis Panel SO	
Edm F-A Lab Preparedness Survey Panel DY				Miscellaneous Panels Hepatitis Panel SP		Miscellaneous Panels Hepatitis Panel SQ		Miscellaneous Panels Hepatitis Panel SR		Miscellaneous Panels Hepatitis Panel SS	
Edm F-A Lab Preparedness Survey Panel DZ				Miscellaneous Panels Hepatitis Panel ST		Miscellaneous Panels Hepatitis Panel SU		Miscellaneous Panels Hepatitis Panel SV		Miscellaneous Panels Hepatitis Panel SW	
Edm F-A Lab Preparedness Survey Panel EA				Miscellaneous Panels Hepatitis Panel SX		Miscellaneous Panels Hepatitis Panel SY		Miscellaneous Panels Hepatitis Panel SZ		Miscellaneous Panels Hepatitis Panel TA	
Edm F-A Lab Preparedness Survey Panel EB				Miscellaneous Panels Hepatitis Panel TB		Miscellaneous Panels Hepatitis Panel TC		Miscellaneous Panels Hepatitis Panel TD		Miscellaneous Panels Hepatitis Panel TE	
Edm F-A Lab Preparedness Survey Panel EC				Miscellaneous Panels Hepatitis Panel TF		Miscellaneous Panels Hepatitis Panel TG		Miscellaneous Panels Hepatitis Panel TH		Miscellaneous Panels Hepatitis Panel TI	
Edm F-A Lab Preparedness Survey Panel ED				Miscellaneous Panels Hepatitis Panel TJ		Miscellaneous Panels Hepatitis Panel TK		Miscellaneous Panels Hepatitis Panel TL		Miscellaneous Panels Hepatitis Panel TM	
Edm F-A Lab Preparedness Survey Panel EE				Miscellaneous Panels Hepatitis Panel TN		Miscellaneous Panels Hepatitis Panel TO		Miscellaneous Panels Hepatitis Panel TP		Miscellaneous Panels Hepatitis Panel TQ	
Edm F-A Lab Preparedness Survey Panel EF				Miscellaneous Panels Hepatitis Panel TR		Miscellaneous Panels Hepatitis Panel TS		Miscellaneous Panels Hepatitis Panel TT		Miscellaneous Panels Hepatitis Panel TU	
Edm F-A Lab Preparedness Survey Panel EG				Miscellaneous Panels Hepatitis Panel TV		Miscellaneous Panels Hepatitis Panel TW		Miscellaneous Panels Hepatitis Panel TX		Miscellaneous Panels Hepatitis Panel TY	
Edm F-A Lab Preparedness Survey Panel EH				Miscellaneous Panels Hepatitis Panel TZ		Miscellaneous Panels Hepatitis Panel UA		Miscellaneous Panels Hepatitis Panel UB		Miscellaneous Panels Hepatitis Panel UC	
Edm F-A Lab Preparedness Survey Panel EI				Miscellaneous Panels Hepatitis Panel UD		Miscellaneous Panels Hepatitis Panel UE		Miscellaneous Panels Hepatitis Panel UF		Miscellaneous Panels Hepatitis Panel UG	
Edm F-A Lab Preparedness Survey Panel EJ				Miscellaneous Panels Hepatitis Panel UH		Miscellaneous Panels Hepatitis Panel UI		Miscellaneous Panels Hepatitis Panel UJ		Miscellaneous Panels Hepatitis Panel UK	
Edm F-A Lab Preparedness Survey Panel EK				Miscellaneous Panels Hepatitis Panel UL		Miscellaneous Panels Hepatitis Panel UM		Miscellaneous Panels Hepatitis Panel UN		Miscellaneous Panels Hepatitis Panel UO	
Edm F-A Lab Preparedness Survey Panel EL				Miscellaneous Panels Hepatitis Panel UP		Miscellaneous Panels Hepatitis Panel UQ		Miscellaneous Panels Hepatitis Panel UR		Miscellaneous Panels Hepatitis Panel US	
Edm F-A Lab Preparedness Survey Panel EM				Miscellaneous Panels Hepatitis Panel UT		Miscellaneous Panels Hepatitis Panel UU		Miscellaneous Panels Hepatitis Panel UV		Miscellaneous Panels Hepatitis Panel UW	
Edm F-A Lab Preparedness Survey Panel EN				Miscellaneous Panels Hepatitis Panel UX		Miscellaneous Panels Hepatitis Panel UY		Miscellaneous Panels Hepatitis Panel UZ		Miscellaneous Panels Hepatitis Panel VA	

Automatic Notification to Testing area close to Due Date

In process
Closed
In process
Notified only